



COMPETENCY STANDARD

Driving

Level: 03

(Light Engineering Sector)

Competency Standard Code: CS-LE-DRV-L3-EN-V1



National Skills Development Authority
Prime Minister's Office
Government of the People's Republic of Bangladesh

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This Competency Standard for **Driving** is a document for the development of curricula, teaching and learning materials, and assessment tools. It also serves as the document for providing training consistent with the requirements of industry in order to meet the qualification of individuals who graduated through the established standard via competency-based assessment for a relevant job.

This document has been developed by NSDA in association with **light engineering Sector** ISC, industry representatives, academia, related specialist, trainer and related employee.

Public and private institutions may use the information contained in this standard for activities benefitting Bangladesh.

Introduction

The NSDA aims to enhance an individual's employability by certifying completeness with skills. NSDA works to expand the skilling capacity of identified public and private training providers qualitatively and quantitatively. It also aims to establish and operationalize a responsive skills ecosystem and delivery mechanism through a combination of well-defined set of mechanisms and necessary technical supports.

Key priority economic growth sectors identified by the government have been targeted by NSDA to improve current job skills along with existing workforce to ensure required skills to industry standards. Training providers are encouraged and supported to work with industry to address identified skills and knowledge to enable industry growth and increased employment through the provision of market responsive inclusive skills training program. "**Driving**" is selected as one of the priority occupations of **Light Engineering Sector**. This standard is developed to adopt a demand driven approach to training with effective inputs from Industry Skills Councils (ISC's), employer associations and employers.

Generally, a competency standard informs curriculum, learning materials, assessment and certification of trainees enrolled in Skills Training. Trainees who successfully pass the assessment will receive a qualification in the National Skills Qualification Framework (NSQF) under Bangladesh National Qualification Framework (BNQF) and will be listed on the NSDA's online portal.

This competency standard is developed to improve skills and knowledge in accordance with the job roles, duties and tasks of the occupation and ensure that the required skills and knowledge are aligned to industry requirements. A series of stakeholder consultations, workshops were held to develop this document.

The document also details the format, sequencing, wording and layout of the Competency Standard for an occupation which is comprised of Units of Competence and its corresponding Elements.

Overview

A competency standard is a written specification of the knowledge, skills and attitudes required for the performance of an occupation, trade or job corresponding to the industry standard of performance required in the workplace.

The purpose of a competency standards is to:

- provide a consistent and reliable set of components for training, recognising and assessing people's skills, and may also have optional support materials
- enable industry recognised qualifications to be awarded through direct assessment of workplace competencies
- encourage the development and delivery of flexible training which suits individual and industry requirements
- encourage learning and assessment in a work-related environment which leads to verifiable workplace outcomes

Competency standards are developed by a working group comprised of representative from NSDA, Key Institutions, ISC, and industry experts to identify the competencies required of an occupation in **light engineering sector**.

Competency standards describe the skills, knowledge and attitude needed to perform effectively in the workplace. CS acknowledge that people can achieve technical and vocational competency in many ways by emphasizing what the learner can do, not how or where they learned to do it.

With competency standards, training and assessment may be conducted at the workplace or at training institute or any combination of these.

Competency standards consist of a number of units of competency. A unit of competency describes a distinct work activity that would normally be undertaken by one person in accordance with industry standards.

Units of competency are documented in a standard format that comprises of:

- unit title
- nominal duration
- unit code
- unit descriptor
- elements and performance criteria
- variables and range statement
- curricular content guide
- assessment evidence guides

Together, all the parts of a unit of competency:

- describe a work activity
- guide the assessor to determine whether the candidate is competent or not yet competent

The ensuing sections of this document comprise of a description of the relevant occupation, trade or job with all the key components of a unit of competency, including:

- a chart with an overview of all Units of Competency for the relevant occupation, trade or job including the Unit Codes and the Unit of Competency titles and corresponding Elements
- the Competency Standard that includes the Unit of Competency, Unit Descriptor, Elements and Performance Criteria, Range of Variables, Curricular Content Guide and Assessment Evidence Guide.

Competency Standards for National Skills Certificate – Level-3 in Driving in Light Engineering Sector

Level Descriptors of NSQF (BNQF 1-6)

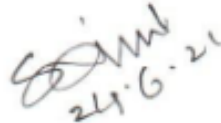
Level & Job Classification	Knowledge Domain	Skills Domain	Responsibility Domain
6-Mid-Level Manager/ Sub Assistant Engineer	Comprehensive actual and theoretical knowledge within a specific work or study area with an awareness of the validity and limits of that knowledge, able to analyse, compare, relate and evaluate.	Specialised and wider range of cognitive and practical skills required to provide leadership in the development of creative solutions to defined problems. Communicate professional issues and solutions to the team and to external partners/users.	Work under broad guidance and self-motivation to execute strategic and operational plan/s. Lead lower-level management. Diagnose and resolve problems within and among work groups.
5-Supervisor	Broad knowledge of the underlying, concepts, principles, and processes in a specific work or study area, able to scrutinize and break information into parts by identifying motives or causes.	Broad range of cognitive and practical skills required to generate solutions to specific problems in one or more work or study areas. Communicate practice-related problems and possible solutions to external partners.	Work under guidance of management and self-direction to resolve specific issues. Lead and take responsibility for the work and actions of group/team members. Bridge between management.
4-Highly Skilled Worker	Broader knowledge of the underlying, concepts, principles, and processes in a specific work or study area, able to solve problems to new situations by comparing and applying acquired knowledge.	A range of cognitive and practical skills required to accomplish tasks and solve problems by selecting and applying the full range of methods, tools, materials and information. Communicate using technical terminology and IT technology with partners and users as per workplace requirements.	Work under minimal supervision in specific contexts in response to workplace requirements. Resolve technical issues in response to workplace requirements and lead/guide a team/ group.
3-Skilled Worker	Moderately broad knowledge in a specific work or study area, able to perceive ideas and abstract from drawing and design according to workplace requirements.	Basic cognitive and practical skills required to use relevant information in order to carry out tasks and to solve routine problems using simple rules and tools. Communicate with his team and limited external partners upholding the values, nature and culture of the workplace	Work or study under supervision with considerable autonomy. Participate in teams and responsible for group coordination.
2-Semi Skilled Worker	Basic understanding of underpinning knowledge in a specific work or study area, able to interpret and apply common occupational terms and instructions.	Skills required to carry out simple tasks, communicate with his team in the workplace presenting and discussing results of his work with required clarity.	Work or study under supervision in a structured context with limited scope of manipulation
1 –Basic Skilled Worker	Elementary understanding of ability to interpret the underpinning knowledge in a specific study area, able to interpret common occupational terms and instructions.	Specific Basic skills required to carry out simple tasks. Interpret occupational terms and present the results of own work within guided work environment/ under supervision.	Work under direct supervision in a structured context with limited range of responsibilities.

List of Abbreviations

General	
NSDA	National Skills Development Authority
BMET	Bureau of Manpower Employment and Training
ILO	International Labor Organization
ISC	Industry Skills Council
NPVC	National Pre-Vocation Certificate
NSQF	National Skills Qualifications Framework
PPP	Public Private Partnership
SCVC	Standards and Curriculum Validation Committee
SEIP	Skills for Employment Investment Program
STP	Skills Training Provider
UoC	Unit of Competency
Occupation Specific	
DRV	Driving
LE	Light Engineering
OSH	Occupational Safety and Health
PPE	Personal Protective Equipment

Approval of Competency Standard

Approved by
6th Executive Committee (EC) Meeting of NSDA
Held on 24th June 2021

Handwritten signature and date: 24.6.21

Deputy Director (Admin)
and
Officer of Secretarial Duties for EC Meeting
National Skills Development Authority

Contents

Copyright	i
Introduction.....	ii
Overview.....	iii
Level Descriptors of NSQF (BNQF 1-6).....	iv
List of Abbreviations	v
Approval of Competency Standard.....	0
Course Structure.....	4
Units & Elements at a Glance:	5
Generic Unit of Competencies (45 Hours).....	5
Sector Specific Unit of Competencies (60 Hours)	6
Occupation Specific Unit of Competencies (255 hours).....	7
Generic Unit of Competencies	8
GU-02-L1-V1: Apply Occupational Safety and Health (OSH) Procedure in the Workplace.....	9
GU-03-L1-V1: Apply Real Literacy	13
Sector Specific Unit of Competencies	16
SU-LE-03-L1-V1: Follow Occupational Roles and Responsibilities	17
SU-LE-04--L3-V1: Use Communication Techniques.....	20
Occupation Specific Unit of Competencies	24
OU-LE-DRV-01-L3-V1: Operate the Vehicle.....	25
OU-LE-DRV-02-L3-V1: Drive a vehicle	30
OU-LE-DRV-03-L3-V1: Drive in an Orderly Traffic System.....	35
OU-LE-DRV-04-L3-V1: Coordinate and Implement Accident Emergency Procedure	40
OU-LE-DRV-05-L3-V1: Perform Maintenance and Servicing of Vehicle	45

National Competency Standards for National Skill Certificate – 3 in Driving

Course Structure

SL	Unit Code and Title		UoC Level	Nominal Duration (Hours)
Generic Unit of Competencies				45
1.	GU-02-L1-V1	Apply Occupational Safety and Health (OSH) Procedure in the Workplace	1	15
2.	GU-03-L1-V1	Apply Real Literacy	1	30
Sector Specific Unit of Competencies				60
3.	SU-LE-03-L1-V1	Follow Occupational Roles and Responsibilities	1	15
4.	SU-LE-04--L3-V1	Use Communication Techniques	3	45
Occupation Specific Unit of Competencies				255
5.	OU-LE-Drv-01-L3-V1	Operate the Vehicle	3	25
6.	OU-LE-Drv-02-L3-V1	Drive a Vehicle	3	60
7.	OU-LE-Drv-03-L3-V1	Drive in an Orderly Traffic System	3	75
8.	OU-LE-Drv-04-L3-V1	Coordinate and Implement Accident Emergency Procedure	3	45
9.	OU-LE-Drv-05-L3-V1	Perform Maintenance and Servicing of Vehicle	3	50
Total Nominal Learning Hours				360

Units & Elements at a Glance:
Generic Unit of Competencies (45 Hours)

Code	Unit of Competency	Elements of Competency	Duration (Hours)
GU-02-L1-V1	Apply Occupational Safety and Health (OSH) at Workplace	<ol style="list-style-type: none"> 1. Identify OSH policies and procedures 2. Apply personal health and safety practices 3. Report Hazards and Risks 4. Respond to Emergencies 5. Maintain Personal well-being 	15
GU-03-L1-V1	Apply Real Literacy	<ol style="list-style-type: none"> 1. Use numeracy and literacy skills 2. Practice decency at work 3. Interpret issue based life skills 4. Apply workplace safety and health rules 5. Maintain decent work environment 6. Develop employability skills 	30
Total Hour			45

Sector Specific Unit of Competencies (60 Hours)

Code	Unit of Competency	Elements of Competency	Duration (Hours)
SU-LE-03-L1-V1	Follow Occupational Roles and Responsibilities	<ol style="list-style-type: none">1. Balance work life issues2. Behave with passengers3. Use gazettes4. Apply negotiation skill5. Set and follow maintenance schedules	15
SU-LE-04-L3-V1	Use Communication Techniques	<ol style="list-style-type: none">1. Follow communication procedure2. Apply working language3. Obtain and convey workplace information4. Participate in workplace meetings and discussions5. Complete relevant work related documents6. Apply working language	45
Total Hours			60

Occupation Specific Unit of Competencies (255 hours)

Code	Unit of Competency	Elements of Competency	Guided Learning Hours
OU-LE-Drv-01-L3-V1	Operate the Vehicle	<ol style="list-style-type: none"> 1. Familiarize with vehicle component 2. Make sure the vehicle is safe 3. Get ready to drive 4. March the vehicle 5. Use instruments and switches. 6. Stop the vehicle 	25
OU-LE-Drv-02-L3-V1	Drive a Vehicle	<ol style="list-style-type: none"> 1. Guide and control the vehicle 2. Run a vehicle 3. Park a vehicle 4. Stop vehicle in a conditioned environment 	60
OU-LE-Drv-03-L3-V1	Drive in an Orderly Traffic System	<ol style="list-style-type: none"> 1. Use driving procedures. 2. Navigate the road system. 3. Drive through the Road and Traffic System 4. Travel with traffic and blend with it 5. Drive in the traffic system. 6. Adjust driving for poor visibility. 	75
OU-LE-Drv-04-L3-V1	Coordinate and Implement Accident Emergency Procedure	<ol style="list-style-type: none"> 1. Avoid a crash that is about to happen 2. Do the right things to keep control or to get back control 3. Take the correct action after a crash 4. Take the correct action if own vehicle breaks down 	45
OU-LE-Drv-05-L3-V1	Maintenance and Servicing of Vehicle	<ol style="list-style-type: none"> 1. Carry out daily maintenance checklist. 2. Perform Basic Servicing of Vehicle. 3. Perform Basic repair and maintenance of vehicle. 	50
Total Hours			255

Generic Unit of Competencies

Unit Code and Title	GU-02-L1-V1: Apply Occupational Safety and Health (OSH) Procedure in the Workplace
Unit Descriptor	<p>This unit covers the knowledge, skills and attitudes (KSA) required to Apply Occupational Safety and Health (OSH) Procedure in the Workplace.</p> <p>It specifically includes the tasks of identifying OHS policies and procedures, applying personal health and safety practices, identifying and reporting hazards and risks, responding to emergencies and maintaining personal well-being.</p>
Nominal Hours	15 Hours
Elements of Competency	Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables
1. Identify OHS policies and procedures.	<p>1.1. <u>OHS policies</u> and <u>safe operating procedures</u> are accessed, clarified if necessary and followed.</p> <p>1.2. <u>Safety signs and symbols</u> are identified and followed</p> <p>1.3. Emergency response, evacuation procedures and other contingency measures are determined according to workplace requirements.</p> <p>1.4. Workplace safety conditions are regularly reported to designated authority.</p>
2. Identify and Report hazards and risks.	<p>2.1 <u>Hazards</u> and risks are identified, assessed and controlled.</p> <p>2.2 Terms of tolerable limits are identified based on threshold limit values (TLV)</p> <p>2.3 Incidents arising from hazards and risks are reported to designated authority</p> <p>2.4 Details of incidents are recorded accurately and clearly.</p>
3. Control hazards and risks	<p>3.1 Occupational Health and Safety (OHS) procedures for controlling hazards/risks in workplace are consistently followed</p> <p>3.2 Procedures for dealing with workplace accidents, fire and emergencies are followed in accordance with organization OHS policies</p> <p>3.3 <u>Personal protective equipment (PPE)</u> is correctly used in accordance with organization OHS procedures and practices</p> <p>3.4 Appropriate assistance is provided in the event of a workplace emergency in accordance with established organization protocol</p> <p>3.5 A clear and tidy workplace is maintained.</p> <p>3.6 OHS equipment are maintained to keep them operational and compliant with OHS regulations.</p>
4. Respond to emergencies	<p>4.1 Alarms and warning devices are responded to.</p> <p>4.2 Workplace <u>emergency procedures</u> are followed.</p> <p>4.3 <u>Contingency measures</u> during workplace accidents, fire and other emergencies are recognized and established in accordance with organization procedures</p> <p>4.4 Emergency response plans and procedures are implemented.</p>

5. Maintain personal well-being	5.1 OHS policies and procedures are adhered to. 5.2 OHS awareness programs are participated in as per workplace guidelines and procedures. 5.3 Corrective actions are implemented to correct unsafe condition in the workplace 5.4 <u>“Fit to work” records</u> are updated and maintained according to workplace requirements
Range of Variables	
Variables	Range (may include but not limited to):
1. OHS Policies and Procedures	1.1. Bangladesh standards for OHS 1.2. Fire Safety Rules and Regulations 1.3. Code of Practice 1.4. Industry Guidelines
2. Safe Operating Procedures	2.1 Orientation on emergency exits, fire extinguishers, fire escape, etc. 2.2 Emergency procedures 2.3 First Aid procedures 2.4 Tagging procedures 2.5 Use of PPE 2.6 Safety procedures for hazardous substances
3. Safety Signs and symbols	3.1 Direction signs (exit, emergency exit, etc.) 3.2 First aid signs 3.3 Danger Tags 3.4 Hazard signs 3.5 Safety tags 3.6 Warning signs
4. Hazards	4.1 Physical Hazards 4.2 Chemical hazards 4.3 Biological hazards 4.4 Mechanical and Electrical Hazard 4.5 Mental hazard 4.6 Ergonomic hazard
5. Personal Protective Equipment (PPE)	5.1 Hand Gloves 5.2 Safety shoes/boots 5.3 Dust mask 5.4 gas mask or respirator or particle mask or full-face mask 5.5 Apron/Boiler Suit 5.6 Goggles and safety glasses 5.7 Face shield 5.8 Helmet
6. Emergency Procedures	6.1 Fire fighting 6.2 Medical and first aid 6.3 evacuation
7. Contingency measures	7.1 Evacuation 7.2 Isolation 7.3 Decontamination 7.4 (Calling designed) emergency personnel

8. "Fit to Work" records	8.1 Medical Certificate every year 8.2 Accident reports, if any 8.3 Eye vision certificate
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency	
1. Critical aspects of competency	Assessment required evidence that the candidate: <ol style="list-style-type: none"> 1.1 explained clearly established workplace safety and hazard control practices and procedures 1.2 identified hazards/risks in the workplace and its corresponding indicators in accordance with company procedures 1.3 recognized contingency measures during workplace accidents, fire and other emergencies 1.4 identified terms of maximum tolerable limits based on threshold limit value- TLV. 1.5 followed Occupational Health and Safety (OHS) procedures for controlling hazards/risks in workplace 1.6 used Personal Protective Equipment (PPE) in accordance with company OHS procedures and practices 1.7 completed and updated OHS personal records in accordance with workplace requirements
2. Underpinning knowledge	<ol style="list-style-type: none"> 2.1 OHS Workplace Policies and Procedures 2.2 Work Safety Procedures 2.3 Emergency Procedures 2.4 Types of hazards and their Effects 2.5 PPE types and uses 2.6 Personal Hygiene Practices 2.7 OHS Awareness
3. Underpinning skills	<ol style="list-style-type: none"> 3.1 Identifying OHS policies and procedures 3.2 Following personal work safety practices 3.3 Reporting hazards and risks 3.4 Responding to emergency procedures 3.5 Maintaining physical well-being in the workplace
4. Required attitude	<ol style="list-style-type: none"> 4.1 Commitment to occupational health and safety 4.2 Sincere and honest to duties 4.3 Promptness in carrying out activities 4.4 Environmental concerns 4.5 Eagerness to learn 4.6 Tidiness and timeliness 4.7 Respect of peers and seniors in workplace 4.8 Communicate with peers and seniors in workplace

5. Resource implications	<p>The following resources must be provided:</p> <ul style="list-style-type: none"> 5.1 Workplace 5.2 Equipment and outfits appropriate in applying safety measures 5.3 Tools, materials and documentation required 5.4 OHS Policies and Procedures
6. Methods of assessment	<p>Methods of assessment may include but not limited to:</p> <ul style="list-style-type: none"> 6.1 Written test 6.2 Demonstration 6.3 Oral Questioning 6.4 Portfolio
7. Context of assessment	<ul style="list-style-type: none"> 7.1 Competency assessment must be done in NSDA accredited center. 7.2 Assessment should be done by NSDA certified/ nominated assessor
<p>Accreditation Requirements</p> <p>Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under NSQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.</p>	

Unit code and Title	GU-03-L1-V1: Apply Real Literacy
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to apply real literacy. It specifically includes the tasks of using numeracy and literacy skills, practicing decency at work, interpreting issue based life skills, applying workplace safety and health rules, maintaining decent work environment, and developing employability skills.
Nominal Hours	30 Hours
Elements of Competency	Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables Training Components
1. Use numeracy and literacy skills	1.1 Speech and correct speaking techniques are practiced. 1.2 Relevant decent words are chosen and pronounced. 1.3 Basic writing is practiced.
2. Practice decency at work	2.1 Self-potential is explained. 2.2 Good relationship is explained. 2.3 Saying NO in positive way is practiced. 2.4 Techniques of controlling mental pressure are applied. 2.5 Problems and their solution are interpreted. 2.6 Decision making is interpreted. 2.7 <u>Communication</u> and relationship development techniques are interpreted and applied.
3. Interpret issue based life skills	3.1 Mass participation and leadership is explained. 3.2 Gender awareness is interpreted. 3.3 Sexual and <u>gender-based violence</u> is interpreted. 3.4 Behaviour to children and senior citizen are interpreted
4 Apply workplace safety and health rules	4.1. Personal and primary health care techniques are interpreted and applied. 4.2. Personal and occupational safety processes are interpreted and followed. 4.3. Primary and emergency treatment techniques are practiced.
5. Maintain decent work environment	5.1 Discipline and behaviour at workplace is interpreted and followed. 5.2 Techniques of searching job and preparation are interpreted.
6. Develop employability skills	6.1 Interview techniques are interpreted and applied. 6.2 Adopting with workplace environment is interpreted. 6.3 <u>Rights</u> and Responsibilities are explained.
Range of Variables	
Variable	Range (may include but not limited to):
1. Communication	1.1 Verbal 1.2 Non verbal 1.3 Written

2. Gender based violence	<ul style="list-style-type: none"> 2.1 Rape 2.2 Sexual harassment 2.3 Dowry violence
3. Rights	<ul style="list-style-type: none"> 3.1 Leave 3.2 Working hour 3.3 Benefits 3.4 Employment contract 3.5 Identity card
<p>Evidence Guide</p> <p>The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency</p>	
1. Critical Aspects of Competency	<p>Assessment required evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Practiced speech and correct speaking techniques 1.2 Practiced basic writing. 1.3 Said no in positive way. 1.4 Applied techniques of controlling mental pressure 1.5 Interpreted and applied communication and relationship development techniques 1.6 Interpreted gender awareness 1.7 Interpreted sexual and gender-based violence 1.8 Interpreted and followed personal and occupational safety processes 1.9 Interpreted and followed discipline and behaviour at workplace 1.10 Interpreted and applied interview techniques are interpreted and applied.
2. Underpinning Knowledge	<ul style="list-style-type: none"> 1.1 Self-potential and aim in life 1.2 Family relationship 1.3 Mental pressure 1.4 Personal and primary health 1.5 Personal and occupational safety 1.6 Interview technique 1.7 Decent words 1.8 Sexual and gender-based violence
3. Underpinning Skills	<ul style="list-style-type: none"> 2.1 Setting aim in life and plan 2.2 Said NO at workplace 2.3 Applying techniques of controlling mental pressure 2.4 Applying communication and relationship development techniques 2.5 Applying workplace safety and health rules 2.6 Following discipline and behaviour at workplace 2.7 Applying interview techniques 2.8 Interpreting techniques of searching job and preparation 2.9 explaining rights and responsibilities 2.10 interpreting sexual and gender-based violence
4. Underpinning Attitude	<ul style="list-style-type: none"> 3.1 Commitment to occupational health and safety

	<ul style="list-style-type: none"> 3.2 Promptness in carrying out activities 3.3 Sincere and honest to duties 3.4 Environmental concerns 3.5 Eagerness to learn 3.6 Tidiness and timeliness 3.7 Respect for rights of peers and seniors in workplace 3.8 Communication with peers, sub-ordinates and seniors in workplace
5. Resource Implications	<p>The following resources must be provided:</p> <ul style="list-style-type: none"> 4.1 Tools, equipment and physical facilities appropriate to perform activities 4.2 Materials, consumables to perform activities
6. Methods of Assessment	<p>Methods of assessment may include but not limited to:</p> <ul style="list-style-type: none"> 5.1 Written test 5.2 Demonstration 5.3 Oral questioning
7. Context of Assessment	<ul style="list-style-type: none"> 6.1 Competency assessment must be done in NSDA accredited center. 6.2 Assessment should be done by NSDA certified/ nominated assessor
<p>Accreditation Requirements</p> <p>Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under NSQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.</p>	

Sector Specific Unit of Competencies

Unit Code and Title	SU-LE-03-L1-V1: Follow Occupational Roles and Responsibilities
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to follow occupational roles and responsibilities. It specifically includes the tasks of balancing work life issues, behaving with passengers, using gazettes, applying negotiation skill, and setting and following maintenance schedules.
Nominal Hours	15 Hours
Elements of Competency	Performance Criteria <u>Bold and Underlined</u> terms are elaborated in the Range of Variables.
1. Balance work life issues	1.1 Tasks are selected and agreed focusing to ability 1.2 Activities are preceded according to set value and importance 1.3 Work hour is set with plotting personal time 1.4 Workplace is personalized and equipped with necessary items. 1.5 A must-do is exercised with realistic ability 1.6 Step out and take a break is exercised.
2. Behave with passengers	2.1 Passengers are greeted. 2.2 Destination is confirmed 2.3 Luggage is loaded 2.4 <u>Available facilities</u> are offered
3. Use gazettes	3.1 GPS is used to get road information 3.2 Night vision glasses are used 3.3 Fog lights are used 3.4 Online rental utilities are used
4. Apply negotiation skill	4.1 Situation is judged and set goal of negotiation. 4.2 Time is taken for seeking alternatives and judgment. 4.3 Professionalism in communication is maintained. 4.4 New possibilities are explored. 4.5 Negotiation is conceded with win-win solution.
5. Set and follow maintenance schedules	5.1 Maintenance areas of a vehicle are identified 5.2 Maintenance schedule of vehicle is set 5.3 <u>Maintenance schedule</u> is followed
Range of Variables	
Variables	Range (may include but not limited to):
1. Available facilities	1.1 Audio 1.2 Video 1.3 Magazines 1.4 Water 1.5 Tissue

2. Maintenance schedule	<ul style="list-style-type: none"> 2.1 Daily schedule 2.2 Weekly 2.3 Monthly 2.4 Periodically 2.5 Yearly
<p>Evidence Guide</p> <p>The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency.</p>	
1. Critical aspects of competency	<ul style="list-style-type: none"> 1.1 Balanced work life issues 1.2 Behaved with passengers 1.3 Used gazettes 1.4 Applied negotiation skill 1.5 Set and follow maintenance schedules
2. Underpinning knowledge	<ul style="list-style-type: none"> 2.1 Balanced work life issues 2.2 Maintenance 2.3 Professionalism 2.4 Negotiation 2.5 GPRS 2.6 Destination
3. Underpinning skills	<ul style="list-style-type: none"> 3.1 Handling tools and equipment 3.2 Using gadgets 3.3 Recognizing clints 3.4 Using GPRS
4. Underpinning attitudes	<ul style="list-style-type: none"> 4.1 Commitment to occupational health and safety 4.2 Promptness in carrying out activities 4.3 Sincere and honest to duties 4.4 Eagerness to learn 4.5 Tidiness and timeliness 4.6 Environmental concerns 4.7 Respect for rights of peers and seniors at workplace 4.8 Communication with peers and seniors at workplace
5. Resource implications	<p>The following resources must be provided:</p> <ul style="list-style-type: none"> 5.1. Workplace (actual or simulated) 5.2. Tools and equipment required to perform activities 5.3. Materials consumable to perform activities.
6. Methods of assessment	<p>Methods of assessment may include but not limited to:</p> <ul style="list-style-type: none"> 6.1 Demonstration 6.2 Oral questioning 6.3 Written test 6.4 portfolio
7. Context of assessment	<ul style="list-style-type: none"> 7.1 Competency assessment must be done in NSDA accredited center.

	7.2 Assessment should be done by NSDA certified/ nominated assessor
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Accreditation Requirements

Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under NSQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.

Unit Code and Title	SU-LE-04--L3-V1: Use Communication Techniques
Unit Descriptor	<p>This unit covers the knowledge, skills and attitudes required to use communication techniques.</p> <p>It specifically includes the tasks of following communication procedure, applying working language, obtaining and conveying workplace information, participating in workplace meetings and discussions, completing relevant work related documents and applying working language</p>
Nominal Hours	45 Hours
Elements of Competency	Performance Criteria <u>Bold and Underlined</u> terms are elaborated in the Range of Variables.
1. Follow communication procedure	<p>1.1 <u>Communication skills</u> are acquired for successful communication.</p> <p>1.2 Applicable <u>type of communication</u> is selected.</p> <p>1.3 <u>Communication process</u> is applied for communication at work.</p>
2. Apply working language	<p>2.1 Working language, other than mother tongue, is selected</p> <p>2.2 Spoken communication is performed with working language.</p> <p>2.3 Reading is performed with working language to gather information.</p>
3. Obtain and convey workplace information	<p>3.1 Specific and relevant information is accessed from <u>appropriate sources</u></p> <p>3.2 Effective questioning, active listening and speaking skills are used to gather and convey information</p> <p>3.3 Appropriate <u>medium</u> is used to transfer information and ideas</p> <p>3.4 Appropriate non- verbal communication is used</p> <p>3.5 Appropriate lines of communication with supervisors and colleagues are identified and followed</p> <p>3.6 Defined workplace procedures for the location and <u>storage</u> of information are used</p> <p>3.7 Personal interaction is carried out clearly and concisely</p>
4. Participate in workplace meetings and discussions	<p>4.1 Team meetings are attended on time</p> <p>4.2 Own opinions are clearly expressed and those of others are listened to without interruption</p> <p>4.3 Meeting inputs are consistent with the meeting purpose and established <u>protocols</u></p> <p>4.4 <u>Workplace interactions</u> are conducted in a courteous manner</p> <p>4.5 Questions about simple routine workplace procedures and matters concerning working conditions of employment are asked and responded to</p> <p>4.6 Meetings outcomes are interpreted and implemented</p>

5. Complete relevant work related documents	5.1 Range of forms relating to conditions of employment are completed accurately and legibly 5.2 Workplace data is recorded on standard workplace forms and documents 5.3 Basic mathematical processes are used for routine calculations 5.4 Errors in recording information on forms/ documents are identified and properly acted upon 5.5 Reporting requirements to supervisor are completed according to organizational guidelines
6. Apply working language	6.1 Working language , other than mother tongue, is selected 6.2 Spoken communication is performed with working language. 6.3 Reading is performed with working language to gather information.

Range of Variables

Variables	Range (may include but not limited to):
1. Communication skills	1.1 Listening 1.2 Straight talking 1.3 Non-verbal communication 1.4 Stress management 1.5 Emotion control
2. Type of communication	2.1 Verbal 2.2 Nonverbal 2.3 Written 2.4 Visual
3. Communication process	3.1 Sender 3.2 Ideas 3.3 Encoding 3.4 Communication channel 3.5 Receiver 3.6 Decoding 3.7 Feedback
4. Appropriate sources	4.1 Team members 4.2 Suppliers 4.3 Trade personnel 4.4 Local government 4.5 Industry bodies
5. Medium	5.1 Memorandum 5.2 Circular 5.3 Notice 5.4 Information discussion 5.5 Follow-up or verbal instructions

	5.6 Face to face communication
6. Storage	6.1 Manual filing system 6.2 Computer-based filing system
7. Protocols	7.1. Observing meeting 7.2. Compliance with meeting decisions 7.3. Obeying meeting instructions
8. Workplace interactions	8.1. Face to face 8.2. Telephone 8.3. Electronic and two-way radio 8.4. Written including electronic, memos, instruction and forms, non-verbal including gestures, signals, signs and diagrams
9. Forms	9.1. Personnel forms 9.2. Telephone message forms 9.3. Safety reports
10. Working language	10.1 English 10.2 Arabic 10.3 Bangla
Evidence Guide	
The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency.	
1. Critical aspects of competency	Assessment requires evidence that the candidate: 1.1. prepared written communication following standard format of the organization 1.2. accessed information using communication equipment 1.3. made use of relevant terms as an aid to transfer information effectively 1.4. conveyed information effectively adopting the formal or informal communication
2. Underpinning knowledge	2.1 Effective communication 2.2 Different modes of communication 2.3 Written communication 2.4 Organizational policies 2.5 Communication procedures and systems 2.6 Technology relevant to the enterprise and the individual's work responsibilities
3. Underpinning skills	3.1 Follow simple spoken language 3.2 Perform routine workplace duties following simple written notices 3.3 Participate in workplace meetings and discussions 3.4 Complete work related documents 3.5 Estimate, calculate and record routine workplace measures

	<p>3.6 Basic mathematical processes of addition, subtraction, division and multiplication</p> <p>3.7 Ability to relate to people of social range in the workplace</p> <p>3.8 Gather and provide information in response to workplace Requirements</p>
4. Underpinning attitudes	<p>4.1 Commitment to occupational health and safety</p> <p>4.2 Promptness in carrying out activities</p> <p>4.3 Sincere and honest to duties</p> <p>4.4 Eagerness to learn</p> <p>4.5 Tidiness and timeliness</p> <p>4.6 Environmental concerns</p> <p>4.7 Respect for rights of peers and seniors at workplace</p> <p>4.8 Communication with peers and seniors at workplace</p>
5. Resource implications	<p>The following resources must be provided:</p> <p>5.1. workplace (actual or simulated)</p> <p>5.2. tools and equipment required to perform activities</p> <p>5.3. materials consumable to perform activities.</p>
6. Methods of assessment	<p>Methods of assessment may include but not limited to:</p> <p>6.1 Demonstration</p> <p>6.2 Oral questioning</p> <p>6.3 Written test</p> <p>6.4 portfolio</p>
7. Context of assessment	<p>7.1 Competency assessment must be done in NSDA accredited center.</p> <p>7.2 Assessment should be done by NSDA certified/ nominated assessor</p>
<p>Accreditation Requirements</p> <p>Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under NSQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.</p>	

Occupation Specific Unit of Competencies

Unit Code and Title	OU-LE-DRV-01-L3-V1: Operate the Vehicle
Unit Descriptor	This unit covers the knowledge, skills and attitude required to operate the vehicle. It includes the tasks of familiarizing with vehicle component, making sure the vehicle is safe, getting ready to drive, marching the vehicle, using instruments and switches, and stopping the vehicle.
Nominal Hours	25 Hours
Elements of Competency	Performance Criteria <u>Bold and Underlined</u> terms are elaborated in the Range of Variables.
1. Identify the components of vehicle	1.1. Main <u>components of a vehicle</u> are identified 1.2. Use of the components of the vehicle are interpreted 1.3. Function of the <u>components of driving compartment</u> are interpreted as per instruction manual
2. Prepare vehicle for driving	2.1 Pre-inspection of vehicle is made before starting. 2.2 Correct <u>check-up procedures</u> performed based on vehicle manufacturer standard 2.3 All papers for vehicle driving are checked and taken with. 2.4 <u>Relevant adjustments</u> are made. 2.5 <u>faults</u> are identified and took corrective actions as per job requirement. 2.6 <u>Necessary actions</u> are done to drive the vehicle as per <u>standard procedure</u>
3. Move and position vehicle	3.1 Vehicle is started to move following the <u>standard procedure</u> 3.2 The vehicle is driven to appropriate location 3.3 Starting/running check is performed as per the starting procedures. 3.4 Operating condition of instruments are checked (gauges, indicators) as per the standard procedures. 3.5 <u>Instruments</u> and <u>switches</u> are used as per requirement 3.6 Vehicle is parked following <u>parking safety techniques</u> and procedure 3.7 Vehicle is stopped following the <u>stopping procedure</u>
Range of Variables	
Variables	Range (may include but not limited to):
1. Components of a vehicle	1.1. Engine 1.2. Battery 1.3. Radiator 1.4. Alternator 1.5. Front 1.6. Axle

	<ul style="list-style-type: none"> 1.7. Brakes 1.8. Front steering and suspension 1.9. Transmission 1.10. Catalytic converter 1.11. Muffler 1.12. Rear 1.13. Tailpipe 1.14. tank 1.15. Fuel 1.16. Rear suspension
2. Components of driving compartment	<ul style="list-style-type: none"> 2.1 Steering wheel 2.2 Instrument panel and switches 2.3 Clutch paddle 2.4 Break paddle 2.5 Accelerator paddle 2.6 Gear/ Auto gear 2.7 Hand Break
3. Check-up procedures	<ul style="list-style-type: none"> 3.1 All tyres, including spares 3.2 All lights, windscreen wipers, Horn 3.3 Enough fuel level 3.4 Engine oil, radiator coolant, , steering fluid and windscreen washer bottle; 3.5 Fan belts tension. 3.6 Oil level 3.7 Brake fluid 3.8 Clutch fluid 3.9 Coolant level 3.10 Battery (electrolyte) 3.11 Tire pressure 3.12 Position of driving gear 3.13 warning devices
4. Relevant adjustments	<ul style="list-style-type: none"> 4.1 Sitting position 4.2 Seat belt 4.3 Steering wheel position 4.4 Mirror
5. Faults	<ul style="list-style-type: none"> 5.1 Fluid level 5.2 Engine Oil level 5.3 Engine oil condition 5.4 Coolant Level 5.5 Electrolyte Level 5.6 Tyre/tire Pressure 5.7 Loose fan belt 4.5 Abnormal sound 4.6 Blown fuse

6. Necessary actions	6.1. Close Doors of the vehicle. 6.2. Check Instruments and switches 6.3. Place Gear at neutral position. 5.8 Start Engine
7. Standard procedure	7.1. Steering wheel is grasped. 7.2. Gear is set to first position. 7.3. Clutch is pressed. 7.4. Hand break is released. 7.5. Clutch is released and accelerator is pressed simultaneously
8. parking safety techniques	8.1. Engaging of Park brake 8.2. Vehicle parking position 8.3. Front wheel position
9. Instruments in the vehicle	9.1. Horn 9.2. Audio 9.3. Video 9.4. Rear cam 9.5. Air conditioner
10. Switches in the vehicle	10.1. Door lock switch 10.2. Window switch 10.3. Horn 10.4. Head lights 10.5. Indicator lights 10.6. Emergency lights 10.7. Fog light 10.8. In-cab lights 10.9. Wipers 10.10. Bonnet 10.11. Boot
11. Stopping procedure	11.1 Clutch is pressed. 11.2 Accelerator is released. 11.3 Gear is placed at neutral position. 11.4 Break is applied. 11.5 Hand break is applied. 11.6 Engine is stopped.
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency.	
1. Critical aspects of competency	Assessment requires evidence that the candidate: 1.1 Prepared vehicle for driving. 1.2 Moved and positioned vehicle 1.3 Checked the vehicle.

2. Underpinning knowledge	2.1 Driver’s Code of conduct 2.2 Workshop signs and symbols 2.3 Driving skills 2.4 Vehicle accessories for safe driving and parking 2.5 First Aid 2.6 System of vehicle control (SOVC) 2.7 Instruments 2.8 Petroleum, oil and lubricants (POL) 2.9 Starting and shutdown procedures. 2.10 Owner’s manual. 2.11 Vehicle Documentation 2.12 Pre- and post-o
3. Underpinning Skills	3.1 Ability to handle vehicle/maneuver vehicle the easiest way 3.2 Immediate response to accident 3.3 Preparing vehicle for driving 3.4 Parking Downhill, Uphill, Parallel 3.5 Shifting Gears 3.6 Maneuvering
4. Underpinning attitudes	4.1. Commitment to occupational safety and health. 4.2. Environmental concerns. 4.3. Tidiness and timeliness. 4.4. Respect for the rights of peers and seniors in workplace. 4.5. Eagerness to learn. 4.6. Promptness in carrying out activities. 4.7. Sincere and honest to duties and responsibilities. 4.8. Communication with peers, sub-ordinates and seniors in workplace.
5. Resource implications	The following resources must be provided: 5.1 Workplace location. 5.2 Materials are relevant to the proposed activity. 5.3 Drawings and specifications are relevant to the task. 5.4 Measurement tools are relevant to the proposed activity.
6. Methods of assessment	Competency should be assessed by: 6.1 Written test 6.2 Oral questioning 6.3 Demonstration 6.4 Portfolio
7. Context of assessment	7.1 Competency assessment must be done in NSDA accredited center. 7.2 Assessment should be done by NSDA certified/ nominated assessor

Accreditation Requirements

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Unit Code and Title	OU-LE-DRV-02-L3-V1: Drive a vehicle
Unit Descriptor	This unit covers the knowledge, skills and attitude required to drive a vehicle. It includes the tasks of guiding and controlling the vehicle, running a vehicle, parking a vehicle, and stopping vehicle in a conditioned environment.
Nominal Hours	60 Hours
Elements of Competency	Performance Criteria <u>Bold and Underlined</u> terms are elaborated in the Range of Variables.
1. Perform vehicle pre-starting and warm-up	1.1. <u>Vehicle inspection</u> is performed as per manufacturer's specification 1.2. <u>Safety harness/devices and tools</u> are checked according to LTO/LTFRB requirements 1.3. Warm up of vehicle is performed as per manufacturer's manual
2. Guide and control the vehicle	2.1 Accelerator, gear and steering are managed 2.2 Brakes are applied 2.3 Controls are matched together as per standards. 2.4 Vehicle is controlled in case of brake & steering failure
3. Run a vehicle	3.1 Vehicle is driven in accordance with <u>traffic rules and regulations</u> and manufacturer's instruction 3.2 <u>Turnings</u> of vehicle is performed 3.3 Overtaking a vehicle is performed. 3.4 Reverse marching of vehicle is made through a narrow way. 3.5 Signals are showed and followed during driving on road. 3.6 Driving is performed in <u>adverse situations</u> .
4. Monitor and maintain vehicle performance	4.1 Defective or irregular performance or malfunctions are monitored and reported to the appropriate person/authority. 4.2 Minor vehicle maintenance is performed in accordance with manufacturer's instruction 4.3 Vehicle records are maintained/updated in accordance with workplace procedures
5. Park a vehicle	5.1. Vehicle is parked following standard <u>parking process</u> in a narrow space in reverse and forwarded direction 5.2. Parallel reverse parking (left and right side) is preformed 5.3. Parallel forward parking is performed 5.4. Angle parking 45° and 90° (from left and right sides) is performed
6. Stop vehicle in a conditioned environment	6.1. Vehicle is stopped at roadside 6.2. Vehicle is stopped at a uphill slope and moved forward 6.3. Vehicle is stopped at downhill driving and moved forward 6.4. Vehicle is stopped during brake failure

Range of Variables	
Variable	Range (may include but not limited to):
1. Vehicle inspection	1.1. Lights (head light, park light, signal lights, hazard, etc.) 1.2. Mirrors (rear view, side view, windshields, etc.) 1.3. Under hood 1.4. Under chassis 1.5. Passenger seats
2. Safety harness/devices & tools	2.1 Seat belt 2.2 Early Warning Device 2.3 Hand tools (Wrench, pliers, screwdriver, early warning device, jack, spare tires) 2.4 Flashlights or emergency lighting device 2.5 Consumable materials and spare parts such as 2.5.1 Rags 2.5.2 Fan belt 2.5.3 Wheel cap 2.5.4 Fuse 2.5.5 Electrical tapes 2.5.6 Brake fluid 2.6 Motor oil
3. Traffic regulations	3.1 Registration, driving license and other relevant permits 3.2 Use of seat belt 3.3 Availability of EWD 3.4 Observance of franchise route 3.5 Use of uniform 3.6 Compliance with vehicle emission standards
4. Turnings	4.1 left 4.2 right 4.3 U – tern 4.4 3 – points turn 4.5 Elliptical 4.6 Ring/ Circular
5. Adverse situations	5.1 Zigzag 5.2 Night 5.3 Sand 5.4 Mud 5.5 Ice 5.6 Rain 5.7 Fog 5.8 Stalled vehicles and other road obstruction 5.9 Excavation and road repairs 5.10 Flood

	<ul style="list-style-type: none"> 5.11 Heavy traffic volume 5.12 Accidents 5.13 Heavy rains and typhoons 5.14 Uncentered force of gravity or inertia 5.15 Slippery roads 5.16 Winding and zigzag road 5.17 Blind corners 5.18 Humps 5.19 Unattended children along streets 5.20 Stray animals 5.21 Open manhole 5.22 Reckless and uncooperative drivers 5.23 Loose stones 5.24 Mental and physical fatigue
6. Parking process	<ul style="list-style-type: none"> 6.1 The handbrake is holding the vehicle 6.2 The tyres are turned towards the kerb(Curb) 6.3 the ignition is locked 6.4 The windows are closed 6.5 The key is removed 6.6 All the doors are locked 6.7 The vehicle is legally and safely parked 6.8 The parking position is safe
<p>Evidence Guide</p> <p>The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency.</p>	
1. Critical Aspects	<p>Assessment requires evidence that the candidate</p> <ul style="list-style-type: none"> 1.1. Performed pre-operational and warm up 1.2. Drove vehicle 1.3. Transported passengers and other loads to destination safely. 1.4. Monitored and maintained vehicle performance 1.5. Followed OHS and environmental protection procedures and regulations 1.6. Followed emergency procedures
2. Underpinning knowledge	<ul style="list-style-type: none"> 2.1 Relevant OHS and environmental procedures and regulations 2.2 Parts of vehicle and its functions 2.3 Knowledge on passenger behavior/customer relation 2.4 Types of load or cargo 2.5 Procedure on how to drive the light vehicle 2.6 Procedure to be followed in the event of emergency and road related crimes 2.7 Engine power management and safe driving strategies 2.8 Fatigue management techniques 2.9 Principle of stress management when driving a vehicle

	<p>2.10 Traffic rules and regulations</p> <p>2.11 Kinds of traffic violations</p> <p>2.12 Positive work values (Honesty, Patience, Perseverance, Courtesy, etc.)</p>
3. Underpinning skills	<p>3.1. Managing fatigue while driving</p> <p>3.2. Reading/Interpreting traffic signs and symbols and road advisory</p> <p>3.3. Maintaining proper distance and speed</p> <p>3.4. Responding to road-related accidents and crimes</p> <p>3.5. Defensive driving</p> <p>3.6. Overtaking and passing safely</p> <p>3.7. Reaction to obstacles.</p> <p>3.8. Maintain proper distance and speed</p> <p>3.9. Eco-driving</p> <p>3.10. Lane changing technique</p>
4. Underpinning Attitudes	<p>4.1. Commitment to occupational safety and health.</p> <p>4.2. Environmental concerns.</p> <p>4.3. Tidiness and timeliness.</p> <p>4.4. Respect for rights of peers and seniors in workplace.</p> <p>4.5. Eagerness to learn.</p> <p>4.6. Promptness in carrying out activities.</p> <p>4.7. Sincere and honest to duties and responsibilities.</p> <p>4.8. Communication with peers, sub-ordinates and seniors in workplace.</p>
5. Resource implications	<p>The following resources must be provided:</p> <p>5.1. Workplace location.</p> <p>5.2. Materials are relevant to the proposed activity.</p> <p>5.3. Hand tools and power tools to appropriate activity.</p>
6. Methods of assessment	<p>Competency should be assessed by:</p> <p>6.1. Written test</p> <p>6.2. Oral questioning</p> <p>6.3. Demonstration</p> <p>6.4. Portfolio</p>
7. Context of assessment	<p>7.1. Competency assessment must be done in NSDA accredited center.</p> <p>7.2. Assessment should be done by NSDA certified/ nominated assessor</p>

Accreditation Requirements

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Unit Code and Title	OU-LE-DRV-03-L3-V1: Drive in an Orderly Traffic System
Unit Descriptor	<p>This unit covers the knowledge, skills and attitude required to drive in an orderly traffic system.</p> <p>It includes the tasks of using driving procedures, navigating the road system, driving through the road and traffic system, travel with traffic and blend with it, drive in the traffic system, and adjust driving for poor visibility.</p>
Nominal Hours	75 Hours
Elements of Competency	Performance Criteria <u>Bold and Underlined</u> terms are elaborated in the Range of Variables.
1. Use driving procedures.	<p>1.1. Sight is kept ahead during driving on road.</p> <p>1.2. The vehicle is moved <u>in or out to the traffic</u> with checking in the mirrors, using the signals and looking in the rear blind spot.</p> <p>1.3. Vehicle is slowed or stopped before entering <u>traffic zones</u> with checking in the mirrors, adjusting speed, and selecting the best gear/ break.</p> <p>1.4. Turning of the vehicle is done with checking in the mirrors, using the signals, adjusting speed, and changing gears.</p> <p>1.5. Vehicle is entered in a curve with checking in the mirrors, braking as needed, and changing gears as needed.</p> <p>1.6. Overtaking is made with checking in the mirrors, using the signals, adjusting speed and changing gears as needed.</p>
2. Navigate the road system.	<p>2.1. A route for the journey is planned.</p> <p>2.2. Information, signs, and features of the landscape are used to find the way</p> <p>2.3. Road signs and road markings are used to get to destination</p> <p>2.4. The route safely adjusted, after making mistakes in navigating</p>
3. Obey traffic rules and regulations	<p>3.1. <u>Traffic rules and regulations</u> are identified and followed in accordance with concerned traffic authorities.</p> <p>3.2. License and registrations are maintained as prescribed by law.</p> <p>3.3. Vehicle is driven through a built-up area with not much traffic, dealing with situations in good time.</p> <p>3.4. Vehicle is driven through a built-up area with plenty of other road users, dealing with situations in good time.</p> <p>3.5. Vehicle is driven where there is a lot of other traffic and some variations in road conditions.</p> <p>3.6. Vehicle is driven following the <u>traffic signs and road markers.</u></p>

4. Travel with traffic and blend with it	<p>4.1. <u>Driving man oeuvres</u> are completed in traffic legally and in good time.</p> <p>4.2. <u>Special events</u> are dealt legally and in good time.</p> <p>4.3. <u>Pedestrians</u> are responded legally and in good time.</p> <p>4.4. <u>Low-speed vehicles</u> are responded legally and in good time</p>
5. Drive in the traffic system.	<p>5.1. Driving in the <u>traffic situations</u> is made in the way so that other road users do not have to change the way they are driving to fit in.</p> <p>5.2. <u>Available safe and legal options</u> are chosen to avoid crash in good time to get around the problem.</p> <p>5.3. Other road users are co-operated.</p> <p>5.4. Speed is changed during raised situation with ease off the accelerator early and smoothly and using the brakes.</p>
6. Adjust driving for poor visibility.	<p>6.1. Speed is adjusted in <u>low vision situations</u> so that you can stop inside the distance you can clearly see.</p> <p>6.2. Headlights are used as per standard.</p> <p>6.3. Glare at night is dealt.</p> <p>6.4. Vehicle is prepared for night driving.</p>
Range of Variables	
Variables	Range (may include but not limited to):
1. In or out to the traffic	<p>1.1. intersections</p> <p>1.2. lanes ending and merging</p> <p>1.3. entering and leaving traffic flow</p> <p>1.4. U-turns</p> <p>1.5. entering and leaving freeways</p> <p>1.6. responding to emergency vehicles</p>
2. Traffic zones	<p>2.1 Intersections</p> <p>2.2 Roundabouts</p> <p>2.3 Crossings</p> <p> 2.3.1 pedestrian crossings</p> <p> 2.3.2 pelican crossings</p> <p> 2.3.3 railway crossings</p> <p>2.4 Pedestrians</p> <p>2.5 Cyclists</p> <p>2.6 Parked vehicles</p> <p>2.7 Road works</p>
3. Traffic rules and regulations	<p>3.1 Road obstruction</p> <p>3.2 Illegal terminal</p> <p>3.3 Wearing of safety belts</p> <p>3.4 Observing the Unified Vehicle Volume Reduction Scheme</p>

	<p>3.5 Driving license/registration/franchise/Official receipt and certificate of registration (ORCR)</p> <p>3.6 No using of cellphone while driving</p> <p>3.7 Avoiding driving under the influence of drugs or alcohol</p>
4. Traffic signs	<p>4.1 Traffic signals – manual, board and lights (Red, yellow, green)</p> <p>4.2 No blowing of horns</p> <p>4.3 Yield</p> <p>4.4 No Parking</p> <p>4.5 One way</p> <p>4.6 No U-turn</p>
5. Road markers	<p>5.1 Merging traffic</p> <p>5.2 No overtaking</p> <p>5.3 Pedestrian lane</p> <p>5.4 Total stop</p>
6. Driving manoeuvres	<p>6.1 Entering a traffic stream from a parked position, or from a driveway;</p> <p>6.2 Leaving a traffic stream to get into a parked position or a driveway;</p> <p>6.3 Changing lanes;</p> <p>6.4 Merging;</p> <p>6.5 Entering or leaving multi-lane roads and freeways;</p> <p>6.6 Overtaking; and</p> <p>6.7 Doing U-turns.</p>
7. special events	<p>7.1 emergency vehicles</p> <p>7.2 obstructions</p> <p>7.3 roadwork's</p> <p>7.4 big changes in the road surface</p> <p>7.5 narrow bridges</p> <p>7.6 animals</p>
8. Pedestrians	<p>8.1 between or near parked vehicles</p> <p>8.2 on a footpath</p> <p>8.3 on a median strip</p> <p>8.4 on the road</p> <p>8.5 at crossings</p>
9. low-speed vehicles	<p>9.1 cyclists</p> <p>9.2 skateboarder's, roller blader's</p> <p>9.3 mopeds</p> <p>9.4 powered wheelchairs</p> <p>9.5 tractors or other plant machinery</p>
10. Traffic situations	<p>10.1 Picking the gaps in the traffic on an intersecting road</p> <p>10.2 Moving into the traffic stream</p>

	<ul style="list-style-type: none"> 10.3 Merging 10.4 Changing lanes 10.5 Overtaking
11. Available safe and legal options	<ul style="list-style-type: none"> 11.1 Overtake on the left 11.2 Change lanes
12. Low vision situations	<ul style="list-style-type: none"> 12.1 Night 12.2 Heavy rain 12.3 Dust 12.4 Mist 12.5 Fog 12.6 Smoke
<p>Evidence Guide</p> <p>The evidence must be authentic, valid, sufficient, reliable and consistent to meet the requirements of the current version of the unit of competency.</p>	
1. Critical Aspects	<ul style="list-style-type: none"> 1.1. Followed traffic signs and road markers 1.2. Obeyed traffic rules and regulations 1.3. Practiced courtesy and good communication 1.4. Respected traffic enforcers and other traffic management units.
2. Underpinning knowledge	<ul style="list-style-type: none"> 2.1. Traffic signs and symbols 2.2. Road markers 2.3. Traffic rules and regulations 2.4. Defensive driving techniques 2.5. Positive work values 2.6. Driver's Code of ethics 2.7. Different Traffic Enforcers 2.8. Traffic violations and penalties
3. Underpinning skills	<ul style="list-style-type: none"> 3.1. Applying technics of driving through mass traffic, intersection of other road and variation of road conditions 3.2. Applying technics of road changing, overtaking, side giving, turning and reducing speed etc. 3.3. Adjusting driving on poor vision 3.4. Communication skills 3.5. Interpersonal skills 3.6. Managing conflict
4. Underpinning attitudes	<ul style="list-style-type: none"> 4.1. Commitment to occupational safety and health. 4.2. Environmental concerns. 4.3. Tidiness and timeliness. 4.4. Respect for rights of peers and seniors in workplace. 4.5. Eagerness to learn. 4.6. Promptness in carrying out activities. 4.7. Sincere and honest to duties and responsibilities.

	4.8. Communication with peers, sub-ordinates and seniors in workplace.
5. Resource implications	The following resources must be provided: 5.1. Tools, equipment and physical facilities appropriate to perform activities. 5.2. Materials, consumables to perform activities. 5.3. Hand tools and power tools to appropriate activity.
6. Methods of assessment	Competency should be assessed by: 6.1. Written test 6.2. Demonstration 6.3. Oral questioning 6.4. Portfolio
7. Context of assessment	7.1. Competency assessment must be done in NSDA accredited center. 7.2. Assessment should be done by NSDA certified/ nominated assessor

Accreditation Requirements

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Unit Code and Title	OU-LE-DRV-04-L3-V1: Coordinate and Implement Accident Emergency Procedure
Unit Descriptor	This unit covers the knowledge, skills and attitude required to coordinate and implement accident emergency procedure. It includes the tasks of avoiding a crash that is about to happen, do the right things to keep control or to get back control, taking the correct action after a crash, and taking the correct action if own vehicle breaks down.
Nominal Hours	45 Hours
Elements of Competency	Performance Criteria <u>Bold and Underlined</u> terms are elaborated in the Range of Variables.
1. Avoid a crash that is about to happen	1.1. Other road users are notified that a situation is dangerous. 1.2. Enough stopping space is kept in front so that you can avoid crashing whenever other road users look like they will do the wrong thing. 1.3. The <u>best escape route</u> is chosen when there dose not have enough stopping space to avoid the threat of a crash. 1.4. The right action is taken to get safely back on the road If accidentally drive off the road on a straight 1.5. The right action is taken to fix mistake When found going into a curve too fast
2. Do the right things to keep control or to get back control	2.1 Some extra tyre grip is kept in reserve. 2.2 A <u>wheel skid</u> is identified, and necessary action is taken to get a reserve of grip back. 2.3 The Anti-lock Braking System (if the vehicle has one) is used in 'avoidance' man oeuvres. 2.4 The moment of aquaplaning of vehicle is identified, and taken the right action to get back a reserve of grip. 2.5 Traction Control (if the vehicle has it) is switched on in required conditions.
3. Respond to emergencies	3.1 <u>Emergency</u> and potential emergency situations are identified and assessed based on emergency procedure. 3.2 <u>Actions</u> are prioritized and provided based on the criticality of the emergency situation. 3.3 Incident reports are prepared in accordance with regulatory and workplace procedures 3.4 <u>Responsibilities</u> are fulfilled in accordance with emergency procedures and/or regulatory requirements
4. Arrange follow-up support and assistance	4.1 <u>Correct actions</u> are taken immediately to prevent any more injury or damage.

	<p>4.2 The <u>requirements of the law</u> and of the insurance regulations are carried out.</p> <p>4.3 Medical assistance and support is arranged in accordance with workplace procedures</p> <p>4.4 First aid is applied in accordance with medical procedure</p> <p>4.5 Passenger needs are identified and provided based on emergency situation.</p>
5. Take the correct action if own vehicle breaks down	<p>5.1 When something <u>wrong with the vehicle</u> is noticed, it was stopped safely.</p> <p>5.2 After a breakdown, <u>necessary measures</u> are taken immediately to ensure personal safety, and so of other road users</p> <p>5.3 <u>Minor running repairs</u> are carried out.</p>
Range of Variables	
Variable	Range (may include but not limited to):
1. The best escape route	<p>1.1. Into the next lane</p> <p>1.2. Onto the shoulder of the road</p> <p>1.3. Off the road.</p>
2. Wheel skid	<p>2.1 front-wheel</p> <p>2.2 rear-wheel</p> <p>2.3 four-wheel skid</p>
3. Emergency	<p>3.1 Crime incidents (hold-up, kidnapping and related crimes)</p> <p>3.2 Hit and run</p> <p>3.3 Fire resulted from engine overheating or faulty electric wiring</p>
4. Action	<p>4.1 Facilitating medical assistance</p> <p>4.2 Transporting of injured passenger to the nearest medical facility</p> <p>4.3 Transporting of road crime victim to police station</p> <p>4.4 Giving reminders to passengers while on board the public transport vehicle</p> <p>4.5 Providing assistance in controlling the site both prior to and following arrival of emergency services</p> <p>4.6 Changing a flat tyre</p> <p>4.7 Clearing a broken windscreen</p>
5. Responsibilities	<p>5.1 Reporting to police authority</p> <p>5.2 Facilitate Insurance claim</p> <p>5.3 Informing victim's relatives</p> <p>5.4 Respond to investigation and authority inquiry</p>
6. Correct actions	<p>6.1 Stop and switch off the engine.</p> <p>6.2 Turn on your hazard warning lights.</p> <p>6.3 Protect the area [using warning devices like triangles].</p>

	<p>6.4 Care for the injured.</p> <p>6.5 Carry out the required procedures if you are carrying dangerous goods.</p>
7. Requirements of the law	<p>7.1 Notify police when: someone has been injured, or property damage, or the owner of any property damaged is not present at the scene of the accident.</p> <p>7.2 Exchange names, addresses, registration numbers and insurance details as appropriate.</p> <p>7.3 Find witnesses.</p> <p>7.4 Note accident details as required for insurance report.</p>
8. wrong with the vehicle	<p>8.1. Brakes failing;</p> <p>8.2. Tyre(s) failing; and</p> <p>8.3. Broken windscreen</p>
9. Necessary measures	<p>9.1. Move off the road if possible;</p> <p>9.2. Turn on your hazard warning lights;</p> <p>9.3. Place your warning signs legally;</p> <p>9.4. Let your employer and local authority know about the breakdown</p>
10. Minor running repair	<p>10.1 Fuel Cap tightening.</p> <p>10.2 Tyre pressure checking ,</p> <p>10.3 tyre rotation checking</p> <p>10.4 Tyre changing,</p> <p>10.5 Cooling water refilling or changing</p> <p>10.6 Radiator pressure cap checking</p> <p>10.7 Fan belt tension checking and adjusting</p> <p>10.8 Lub oil checking and changing</p> <p>10.9 Oil filter changing</p> <p>10.10 Brake fluid change and refilling</p> <p>10.11 Adjusting brake shoe clearance</p> <p>10.12 Clutch fluid (if available) checking and refilling</p> <p>10.13 Checking battery and toping up</p> <p>10.14 Servicing battery</p> <p>10.15 Checking power steering fluid and refilling</p> <p>10.16 Windshield wiper reservoir refilling</p> <p>10.17 Check workability of spark plug</p> <p>10.18 Servicing spark plug</p> <p>10.19 Replacing spark plug</p> <p>10.20 Changing fuel filter</p>
<p>Evidence Guide</p> <p>The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency.</p>	

1. Critical aspects of competency	<p>Assessment requires evidence that the candidate</p> <ul style="list-style-type: none"> 1.1 Did the right things to keep control or to get back control 1.2 Responded to emergencies 1.3 Toke the correct action if own vehicle breaks down
2. Underpinning knowledge and attitudes	<ul style="list-style-type: none"> 2.1 Relevant OHS and environmental procedures and regulations 2.2 Kinds of emergency situations 2.3 Procedure to be followed in the event of emergency 2.4 Problem that may arise during emergency situations 2.5 First aid practices 2.6 Kinds of body injury and how to deal with them 2.7 Positive work values (Honesty, Presence of mind, Compassion, etc.)
3. Underpinning skills	<ul style="list-style-type: none"> 3.1. Appropriate reporting and preparing of necessary 3.2. documentation to authority and medical personnel 3.3. Handling injured person 3.4. Transporting injured persons 3.5. Handling and use of fire extinguishers 3.6. Following emergency procedures 3.7. Handling crime situations
4. Underpinning attitudes	<ul style="list-style-type: none"> 4.1. Commitment to occupational safety and health. 4.2. Environmental concerns. 4.3. Tidiness and timeliness. 4.4. Respect for rights of peers and seniors in workplace. 4.5. Eagerness to learn. 4.6. Promptness in carrying out activities. 4.7. Sincere and honest to duties and responsibilities. 4.8. Communication with peers, sub-ordinates and seniors in workplace.
5. Resource implications	<p>The following resources must be provided:</p> <ul style="list-style-type: none"> 5.1. Adequate workplaces 5.2. Painting materials 5.3. Tools appropriate to the construction process.
6. Methods of assessment	<p>Competency should be assessed by:</p> <ul style="list-style-type: none"> 6.1. Written test 6.2. Oral questioning 6.3. Demonstration 6.4. Portfolio
7. Context of assessment	<ul style="list-style-type: none"> 7.1. Competency assessment must be done in NSDA accredited center. 7.2. Assessment should be done by NSDA certified/ nominated assessor

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Unit Code and Title	OU-LE-DRV-05-L3-V1: Perform Maintenance and Servicing of Vehicle
Unit Descriptor	This unit covers the knowledge, skills and attitude required to perform maintenance and servicing of vehicle. It specifically includes the tasks of carrying out daily maintenance checklist, performing basic servicing of vehicle, and performing basic repair and maintenance of vehicle.
Nominal Hours	50 Hours
Elements of Competency	Performance Criteria <u>Bold and Underlined</u> terms are elaborated in the Range of Variables.
1. Clean vehicle unit	1.1 Vehicle is cleaned as per prescribed procedures using appropriate <u>cleaning supplies, tools/ equipment</u> and according to occupational health and safety (OHS). 1.2 Wastes are disposed of as per relevant ordinance, rules or law.
2. Carry out daily maintenance checklist	2.1 Prepare/ recognize daily maintenance checklist 2.2 <u>Routine checks</u> are undertaken based on manufacturer's manual.
3. Perform Basic Servicing of Vehicle	3.1. Replacement of <u>filters</u> are performed. 3.2. Basic servicing of fuel system element (both petrol & diesel) is performed. 3.3. <u>Minor servicing</u> are undertaken in accordance with occupational health and safety procedures and manufacturer's manual. 3.4. Basic servicing of transmission system are performed. 3.5. Servicing of <u>major electrical parts of vehicle</u> are performed.
4. Perform Basic repair and maintenance of vehicle	4.1 <u>Routine repair</u> is undertaken in accordance with occupational health and safety procedures and manufacturer's manual. 4.2 Brakes are inspected and appropriate action is undertaken in accordance with manufacturer's specifications. 4.3 Complex repair and service requirements are identified and referred following workplace procedures. 4.4 Records of routine servicing, maintenance and repairs are kept and updated in accordance with workplace procedures 4.5 Repair and maintenance of the <u>systems of vehicle</u> are performed. 4.6 <u>Maintenance of tyre</u> is done.
Range of Variables	
Variables	Range (may include but not limited to):

1. Cleaning supplies	<ul style="list-style-type: none"> 1.1 Soap 1.2 Shampoo 1.3 Rags 1.4 Oil 1.5 Air freshener 1.6 Polish 1.7 Water
2. Cleaning Tools and Equipment	<ul style="list-style-type: none"> 2.1 Vacuum cleaner 2.2 Steam cleaner 2.3 Mop and basket 2.4 Pail 2.5 Polisher 2.6 Broom 2.7 Hose 2.8 Pressure Washer
3. Routine Check	<ul style="list-style-type: none"> 3.1. Battery 3.2. Tire air pressure 3.3. Water level 3.4. Lights 3.5. Horn 3.6. Mirrors 3.7. Propeller 3.8. Bolts and nuts tightness 3.9. Brake fluid 3.10. Oil level 3.11. Fan belt <ul style="list-style-type: none"> 3.11.1. Wheel bearing 3.11.2. Oil and filter change. 3.11.3. Tires--rotation, alignment, balancing, air pressure (including the spare) 3.11.4. Fluids: antifreeze/coolant, 3.11.5. Power steering fluid, 3.11.6. Windshield washer reservoir
4. Filters	<ul style="list-style-type: none"> 4.1 Air filter 4.2 Fuel filter 4.3 Engine oil filter
5. Minor servicing	<ul style="list-style-type: none"> 5.1. Topping up of water/coolant levels and brake fluid 5.2. Change/topping of engine oils 5.3. Air pressure set of tires 5.4. Addition of gear oil 5.5. Repacking/greasing of bearing ball joints, tie rod end 5.6. Tire rotation 5.7. Cleaning of battery terminals
6. Major electrical parts of vehicle	<ul style="list-style-type: none"> 6.1. Battery 6.2. Electrical system 6.3. Starter

	6.4. Dynamo 6.5. Dash board instruments & lamps
7. Routine repairs	7.1. Blown bulbs in vehicle lights 7.2. Broken fan belt 7.3. Blown fuse 7.4. Broken side mirrors 7.5. Rear tail-light lens 7.6. Tires 7.7. Broken coolant hose 7.8. Worn out wheel caps 7.9. Brake shoe/pad
8. Systems of vehicle	8.1. Fuel system 8.2. Power transmission system 8.3. Lubricating system 8.4. Clutch & brake system 8.5. CNG conversion system 8.6. Auto electric system 8.7. Cooling system 8.8. Ignition system
9. Maintenance of tyre	9.1. Checking tyre pressure 9.2. Changing tyre 9.3. Checking tyre rotation
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency.	
1. Critical aspects of competency	Assessment requires evidence that the candidate <ol style="list-style-type: none"> 1.1 diagnosed basic vehicle faults and undertake adjustment/repairs 1.2 carried out routine servicing and maintenance of vehicle system 1.3 identified complex servicing and maintenance problems 1.4 demonstrated safety, environmental and hazard control precautions and procedures during routine maintenance operations 1.5 communicated effectively with others in carrying out vehicle maintenance
2. Underpinning knowledge and attitudes	<ol style="list-style-type: none"> 2.1 Relevant OHS and pollution control procedures 2.2 Procedure for checking and routine service and maintenance of a vehicle 2.3 Problems that may occur during routine servicing and maintenance of a vehicle and appropriate actions and solutions 2.4 Faults and irregularities that may occur in vehicles. 2.5 Principles of operation of vehicle system such as electrical system, fuel system, cooling system, steering system, exhaust system, tires, brakes

	<p>2.6 Basic fault finding procedures required during routine servicing and maintenance of vehicles</p> <p>2.7 Uses of tools materials, and parts for routine servicing and maintenance</p> <p>2.8 Positive Work Values (Honesty, Quality, Common Sense Patience Concern for Safety)</p> <p>2.9 5 S</p>
3. Underpinning skills	<p>3.1 Recognizing and diagnosing vehicle faults and irregularities</p> <p>3.2 Performing housekeeping</p> <p>3.3 Writing and documenting simple report</p> <p>3.4 Communicating skills</p> <p>3.5 Handling tools and materials</p>
4. Underpinning attitudes	<p>4.1. Commitment to occupational health and safety</p> <p>4.2. Environmental concerns</p> <p>4.3. Eagerness to learn</p> <p>4.4. Tidiness and timeliness</p> <p>4.5. Respect for rights of peers and seniors in workplace</p> <p>4.6. Communication with peers and seniors in workplace</p>
5. Resource implications	<p>The following resources must be provided:</p> <p>5.1 Tools, equipment and physical facilities appropriate to perform activities.</p> <p>5.2 Materials, consumables to perform activities.</p>
6. Methods of assessment	<p>Competency should be assessed by:</p> <p>6.1 Written test</p> <p>6.2 Oral questioning</p> <p>6.3 Demonstration</p> <p>6.4 Portfolio</p>
7. Context of assessment	<p>7.1 Competency assessment must be done in NSDA accredited center.</p> <p>7.2 Assessment should be done by NSDA certified/ nominated assessor</p>

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